

## JOB DESCRIPTION

JOB DETAILS	
<b>Job Title</b>	HSDU Senior Technician
<b>Reports to</b>	HSDU Production Manager
<b>Band</b>	Band 4
<b>Department / Directorate</b>	HSDU / Estates & Facilities Management (EFM)

JOB PURPOSE
<ul style="list-style-type: none"> <li>To oversee the provision of an efficient and flexible service, to safely decontaminate, inspect, package and autoclave medical instrument sets to provide sterile equipment for the end user, ensuring that on a day to day basis, the service meets operational targets and achieves the appropriate quality standards.</li> <li>To assist in the management and organisation of work as required.</li> <li>To ensure compliance with standards, guidance and best practice including ISO 13485:2016, Medical Devices Regulation 2002, as amended and HTM 01:01.</li> <li>To be flexible with working practices so that the department has enough staff working within the key areas of production at any one time.</li> </ul>

KEY RESULT AREAS / PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> <li>To work in accordance with HSDU Terms &amp; Conditions to include: rotational shift work, night cover, weekend &amp; public holiday working.</li> <li>Participate in out of hours cover via an on-call system</li> <li>Operate equipment / machinery including washer disinfectors, porous load steam sterilisers, ultrasonic washers, ProReveal system, hydrogen peroxide steriliser (STERRAD) etc, following appropriate training received.</li> <li>To undertake a recognised internal supervisory training course and an approved <i>SSD Supervisors / Managers (to NHS guidance)</i> qualification in Decontamination.</li> <li>To efficiently supervise the urgent 'priority' and normal theatre and ward activity requirements, placed on the department to ensure that work is completed in a timely and effective manner.</li> <li>To decontaminate, inspect, assemble and pack instrument sets ready for sterilisation in accordance with training to ensure compliance with standards such as ISO 13485:2016 &amp; Medical Devices Regulations 2002, (as amended).</li> <li>To be proficient in the operation and required daily testing of washer / disinfectors and porous load sterilisers in accordance with HTM 01:01, ISO 15883 and ISO 176645.</li> <li>To have individual accountability for the safe, accurate and efficient processing, packing and sterilising of surgical equipment to ensure full traceability.</li> <li>Undertake Theatre Distribution Porter (TDP) duties if necessary, including appropriate training in utilising the electronic tow tractor.</li> <li>To be aware of, adhere to and contribute to best practice in accordance with departmental Standard Operating Procedures (SOP's).</li> <li>To ensure own actions reduce risks to health &amp; safety and to promote a Health &amp; Safety culture within the workplace.</li> <li>Report all unsafe situations, incidents and accidents as appropriate.</li> </ul>

## KEY WORKING RELATIONSHIPS

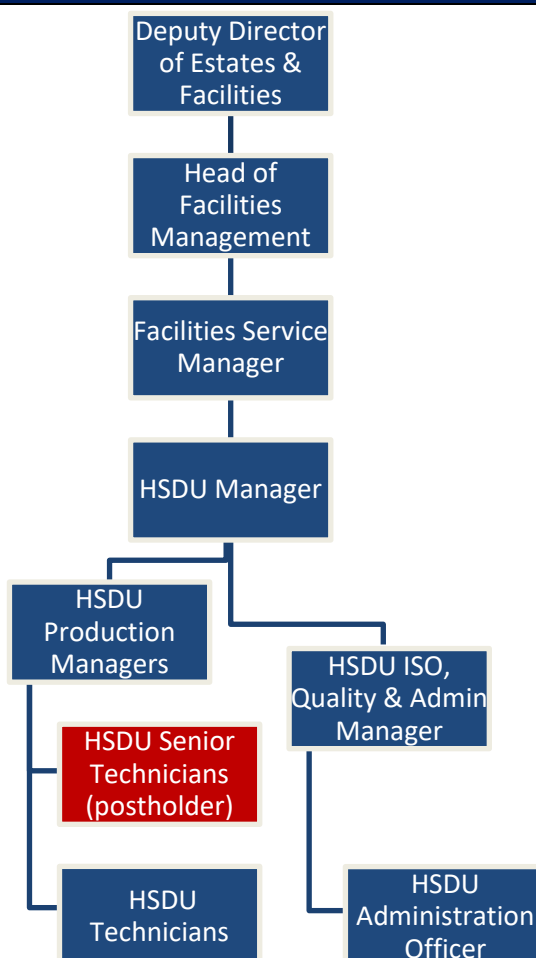
The post holder is required to interact and deal effectively with staff of all levels throughout the Trust, as and when they are encountered on a day-to-day basis.

In addition, the post holder will deal with the wider sterile services and healthcare community, external organisations and the public. This will include communications via verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> <li>• HSDU Manager</li> <li>• HSDU Production Managers</li> <li>• ISO / Quality &amp; Administration Manager</li> <li>• HSDU Training Officer</li> <li>• HSDU Senior Technicians</li> <li>• Transportation Drivers &amp; Couriers</li> <li>• Transport Manager / Operations Manager</li> <li>• Service Managers</li> <li>• Deputy Service Managers</li> <li>• Facilities Department Managers</li> <li>• Deputy Head of Facilities Management</li> <li>• Clinical staff across the Trust</li> </ul>	<ul style="list-style-type: none"> <li>• Other NHS Trusts</li> <li>• Private Service Users</li> <li>• Company Representatives</li> <li>• Members of the public</li> </ul>

## ORGANISATIONAL CHART



## **FREEDOM TO ACT**

- Work within established Policies and Procedures, with support and guidance from the HSDU Production Managers.
- Ensuring staff are supported in a positive and inclusive environment, creating a stimulating and pleasant working atmosphere.
- Ensuring appropriate information is cascaded, shared and acted upon with HSDU Technicians to ensure they can undertake their duties effectively.

## **COMMUNICATION / RELATIONSHIP SKILLS**

- To liaise closely with service users in order to receive requests / orders regarding their requirements and to take appropriate action.
- Undertake challenging conversations with key stakeholders in order to provide advice and support, action planning as necessary to achieve a satisfactory resolution.
- Providing and receiving highly complex and sensitive information where empathetic and reassurance skills are required. (This may include promptly confirming accurate technical assurances regarding effective decontamination and sterilisation methods, such parametric release, records of traceability etc under high stress conditions).
- Responsible for ensuring clear and effective 'channels of communication' with both internal and external key stakeholders.
- Be responsible for organising, preparing and chairing regular daily staff team meetings and/or Comm Cell briefings, ensuring accurate minutes and action log details are recorded and cascaded appropriately.
- Communicating with representatives from external agencies, (i.e. company representatives, suppliers, etc...), with support from the HSDU ISO, Quality & Admin Manager, HSDU Production Managers and HSDU Manager.
- Escalating any immediate or foreseeable reprocessing issues to the HSDU Production Manager.
- Provide a HSDU perspective and representation in multi-disciplinary team reviews and meetings.
- Attend meetings with staff and key stakeholders – frequently, multi-disciplinary meetings – occasionally for 1-2 hours.
- Dealing with difficult situations and circumstances such as discussing Theatres / clinical team requirements.
- Dealing with people displaying challenging behaviour, such as unhappy key stakeholders.

## **ANALYTICAL / JUDGEMENTAL SKILLS**

- Comply with standards, guidance and best practice relating to ISO 13485:2016, Medical Devices Regulation 2002, as amended and HTM 01:01.
- Authorise and be responsible for 'Positive Release' of completed Washer/Disinfector cycles, by confirming relevant electronic cycle data against accepted standards (Parametric Release) prior to issuing instruments for inspection and packing.
- Be responsible for re-setting 'failed' loads on both Washer/Disinfectors and Autoclaves, completing the necessary internal documentation and recording fault in the User Daily Log and via Estates Helpdesk as appropriate. Take appropriate action regarding removing machinery from use.

## **PLANNING / ORGANISATIONAL SKILLS**

- Lead and oversee the daily planning and distribution of work and learning activities on a daily basis.
- Co-ordinate activities with other HSDU Senior Technicians, to ensure consistency and continuity in service provision.
- To manage and organise materials and equipment, sharing responsibility with all HSDU staff members for their care and maintenance.
- Identify the different resources that are required to support efficient and effective working with the various HSDU areas, highlighting where additional equipment or supporting aids are required.

- Ensure a high standard of written documentation is maintained in order to maintain an accurate and presentable flow of information to key stakeholders at all times.

## **PATIENT / CLIENT CARE**

- No direct patient contact, however, incidental patient contact may occur whilst on hospital premises.

## **POLICY / SERVICE DEVELOPMENT**

- Follow Trust wide and local HSDU policies and Standard Operating Procedures and to contribute and support the continued reviewing of these documents for improvements and development.
- To actively seek and discuss ideas for improving production techniques to provide an environment of continual improvement and compliance with relevant standards.
- Report all unsafe situations, incidents and accidents as appropriate.
- To display a formal Trust ID badge at all times whilst on duty within the main hospital building and when engaged in Trust business off-site.
- To maintain environmental hygiene and personal hygiene by wearing the correct full uniform at all times in accordance with the Trust Uniform and Dress Code Policy.
- The post holder is expected to comply with Trust Infection Control Policies and conduct him/herself at all times, in such a manner as to minimise the risk of healthcare associated infection.

## **FINANCIAL / PHYSICAL RESOURCES**

- Personal duty of care towards equipment and materials being used to support the effective and efficient delivery of the service.
- To oversee the routine daily testing of washer/disinfectors and autoclaves and perform basic maintenance including cleaning of filters and wash arms etc.
- To make regular checks to ensure that adequate stock is available to meet production requirements and place orders on EROS and other Trust systems as appropriate.

## **HUMAN RESOURCES**

- To provide advice and demonstrate own activities / workplace routines to new or less experienced employees, supporting their integration into the HSDU team.
- To maintain confidentiality in line with GDPR and Trust policy.
- Undertake new starter assessments as part of the induction process and In-house training programme, providing feedback to both them and the HSDU senior management team (where required) – frequently.

## **INFORMATION RESOURCES**

- Record accidents / incidents in accordance with Trust policy.
- Utilising all relevant information associated with the HSDU's tracking and tracing system as part of an efficient and informative daily service.
- Ensure that all records comply with issues relating to confidentiality, information sharing and safe storage.
- Maintain meaningful and accurate records on a day to day basis and monitoring the standards of documentation maintained by junior staff.
- Ensure accurate, documented records are maintained regarding processes in HSDU to ensure compliance with standards, guidance and best practice.

## **RESEARCH AND DEVELOPMENT**

- Participate and support internal and external surveys / audits as necessary.
- To actively contribute to the interview and induction of new members of staff in the HSDU.

- To support the continuous professional development of HSDU Technicians.
- To assist senior staff & other professionals in quality improvement plans and innovation.

### **PHYSICAL SKILLS**

- Ability to undertake work practices which require excellent hand eye co-ordination when assessing surgical instrumentation sets for prescence, cleanliness and functionality.
- Ability to utilise keyboard skills to input and review data (i.e. on the 'tracking and tracing' system).
- Be able to work under instruction in a prompt and accurate manner.

### **PHYSICAL EFFORT**

- Ability to lift heavy loads <15kg.
- Ability to stand for long periods of time.

### **MENTAL EFFORT**

- Recording and review of documentation specific to sterile services parameters and processes – daily.
- Frequent requirement for prolonged concentration in order to follow set processes.
- The need to work to an unsocial working pattern, i.e. early, late and night shift patterns, weekends and public holidays including an on-call provision, in order to maintain the service.
- Requirement for frequent, short notice shift changes to provide adequate supervisory cover around the clock as required.
- Ability to concentrate for long periods of time to follow set processes & procedures as the work pattern can be unpredictable due to the need to work in different sections of the department.

### **EMOTIONAL EFFORT**

- Present at the scene of incidents such as a medical emergency or needlestick injury, given the close proximity HSDU staff have to sharps and blades as part of their job role on a daily basis.
- Being placed under moderate pressure to respond to last minute theatre list activity or shortfalls in urgent requirements.
- Occasional direct contact with distressed service users.

### **WORKING CONDITIONS**

Due to the nature of the role, there may be exposure to unpleasant working conditions, such as:

- Occasional exposure to solvents and chlorine-based cleaners;
- Unpleasant smells/odours – daily for short periods of time – within the Decontamination Area.
- Infectious material/foul linen – being returned through the Decontamination Area – frequent periods of time.
- Bodily fluids – regularly from contaminated surgical instrumentation and medical devices.
- Potential exposure to aggressive verbal behaviour from service users.

### **OTHER RESPONSIBILITIES**

- Be able to work unsupervised.
- Take part in regular performance appraisal.
- Undertake any training required in order to maintain competency, including mandatory Trust training, (i.e. Manual Handling) and decontamination training requirements, both internal and via external providers.
- Undertake regular training opportunities to enhance personal portfolio and ensure compliance with recommended best practice.

- Assess and manage risks associated with the working environment, ensuring appropriate Trust policies and procedures are followed accordingly.
- Contribute to and work within a safe working environment, including daily checks of equipment.
- You are expected to comply with Trust Infection Control Policies and conduct him / herself at all times in such a manner as to minimise the risk of healthcare associated infection

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring that during 1:1's / supervision with employees you always check how they are.

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's *Disciplinary & Appeals Policy*) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and / or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DSE).

## DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

## GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

The Royal Devon University Healthcare NHS Foundation Trust continues to offer unique and varied careers across our services combining a strong track record of excellence in research, teaching and links to the university with innovation and adaptability.



## PERSON SPECIFICATION

<b>Job Title</b>	Senior HSDU Technician
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<p>Experience of working to deadlines and under pressure.</p> <p>Experience of shift working and demonstrating flexibility.</p> <p>Experience dealing with customers / clients.</p> <p>Ability to manage and support people.</p>	<p>E</p> <p>E</p> <p>E</p>	<p>D</p>
<p><b>PERSONAL ATTRIBUTES</b></p> <p>Enthusiastic highly motivated &amp; committed to delivering a service.</p> <p>Understand team work and work within a team.</p> <p>Able to plan and organise workload.</p> <p>Able to prioritise own work load and meet deadlines.</p> <p>Ability to work un-supervised.</p> <p>Can remain calm and professional in a busy environment.</p> <p>Empathetic, but able to understand professional boundaries.</p> <p>Smart appearance, adhering to the Uniform Policy.</p> <p>Welcoming friendly and approachable manner.</p> <p>An adaptable approach to work.</p> <p>Commitment to continual development to inc. relevant new systems, policies and procedures.</p> <p>Adheres to relevant Trust policies &amp; procedures.</p> <p>Adheres to confidentiality &amp; data protection requirements.</p> <p>Able to lift and manoeuvre medical devices and test equipment up to 15kg.</p> <p>Ability to stand for long periods of time.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	
<p><b>OTHER REQUIREMENTS</b></p> <p>Bank Holiday and weekend cover.</p> <p>Ability to observe and regulate codes of practice.</p> <p>Able to handle and manoeuvre heavy loads / trollies.</p> <p>Ability to stand for long periods of time.</p> <p>Hold a driving license.</p> <p>The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	



WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	Y			✓	
Laboratory specimens	N				
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	Y	✓			
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y		✓		
Animals	N				
Cytotoxic drugs	N				
<b>Risks requiring Other Health Surveillance</b>					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
<b>Other General Hazards/ Risks</b>					
VDU use ( > 1 hour daily)	Y				✓
Heavy manual handling (>10kg)	Y			✓	
Driving	Y		✓		
Food handling	N				
Night working	Y				✓
Electrical work	N				
Physical Effort	Y			✓	
Mental Effort	Y			✓	
Emotional Effort	Y		✓		
Working in isolation	Y			✓	
Challenging behaviour	Y		✓		